



IT Operational Excellence Manager

Aalto University
IT Services



Aalto University



Aalto University

Multidisciplinary community of bold thinkers where science and art meet technology and business

Aalto University is a university where research, art and education are promoted hand in hand. We are committed to **identifying and solving grand societal challenges** and building an innovative future.

With high-quality research we aim at **creating significant impact** on the international scientific community, industry and business, as well as the society at large. Disciplinary excellence is combined with multidisciplinary activities, engaging both students and the local innovation ecosystem.

Aalto has **six schools** with 12 000 students and more than 400 professors. We are an international community: 40% of our academic faculty have an international background.

Aalto University was founded in 2010 as **three leading Finnish universities**, Helsinki University of Technology, the Helsinki School of Economics and the University of Art and Design Helsinki, were merged.

We have a **vibrant campus** in Espoo, in the Greater Helsinki region. The campus is developing into a unique, open **innovation hub** and a centre of collaboration that attracts partners from all around the world. It encourages sharing of ideas, inter-disciplinary encounters, creativity, growth and entrepreneurship.

Watch videos! [Here](#) you can find what Aalto is all about.

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Aalto University

“Liberal, multicultural and never dull”, says an Aalto IT expert. Read more about what it is like to work in Aalto IT services and watch a video here:
<https://duunitori.fi/tyoelama/aalto-universities-it-experts-in-spotlight>

More info at
aalto.fi



Working at Aalto

Why is a career at Aalto University an excellent choice?

Collaboration reimagined

At Aalto University, a unique combination of science, art, tech, and business brings talent together to shape a sustainable future. Collaboration that breaks boundaries is where big, unlikely ideas, come to life. We have nearly 12 000 students and 4 000 employees, but the whole innovation ecosystem at the Otaniemi campus is much bigger.

Joint direction

Sparking people to find their own paths and make an impact is ingrained in our culture. Some of us call it research, knowledge or critical thinking. Some might call it innovation, radical creativity or entrepreneurial mindset. We help each other thrive, focusing on the community and people, teaching and learning from one another, infrastructures and campus, and services. Everyone has their passion, but it's all our diverse viewpoints that can together make an impact.

Culture that inspires and includes everyone

It's the people that create Aalto, now and in the future. We want to be an open community where equality and inclusion enable curiosity, innovation, collaboration and wellbeing. We constantly keep learning to find the most impactful ways to empower – and invest in – our people.

We actively support **the career and competence development** of our staff by creating opportunities for career advancement, flexible job rotation or moving on to a parallel career. We also offer a wide variety of training and development solutions for personal and professional growth at each stage of your career. [Read more.](#)

Diversity is part of who we are. We actively work for caring and **inclusive** working culture where everyone can feel safe and welcome. Our environment is multicultural, widely English-speaking and its easy to settle in, wherever you come from. 40% of our academic faculty comes from outside of Finland.

Because of our goals, we have **high ambition level** in everything we do. At the same time, we believe that great results can only come from **healthy and happy employees**. We have reasonable working hours and longer than usual holidays. Also, we offer comprehensive private occupational healthcare services to all our employees.





IT Services

Top-level science and art require support from top-level experts

Aalto University has a strong focus on digitalization, development and creating new. Working with us you will get to see and experience the latest developments in IT industry and take part in big changes.

Aalto IT Services has a key role in supporting digitalization by producing top-level services for researchers, teachers, students and staff members to make their work easier, more flexible, comprehensive and secure regardless of time and location.

We are trailblazer in digitalization.

For example, we have:

- ❑ Strong research competence: e.g., big data, machine learning, algorithms, software, cybersecurity, user interface
- ❑ Multi-disciplinary applications in focus: e.g., industrial internet, new process technologies, service economy, gaming industry
- ❑ Tight collaboration with industry
- ❑ Active startup community

Join us in Digital Aalto journey!

At Aalto, we've already come far in our digitalisation journey. We have a strong research environment and attractive educational offerings supported by digitalisation, as well as a track record of running teaching and research activities online. We use and develop modern digital platforms for a wide range of services. Our next goal is to become a forerunner as a data-driven university.

Digitalisation is a key driver and enabler for Aalto's strategic goals:

- ❑ Enabling clusters of excellence and developing infrastructures for research & design
- ❑ Enhancing education and elevating student experience and quality of learning
- ❑ Building innovation, creative and entrepreneurial ecosystem
- ❑ Investing in community & people, physical and digital infrastructures and services



IT Operational Excellence Manager

Want to be a game changer? Then join us in developing and operating Aalto University's IT!

Your role and responsibilities

You act as an Operational Excellence Manager in the going-live and production phases of Aalto IT services offered to our Aalto end-users. You are a key asset to Aalto's Operative IT Management Team, and you report to the Chief Information Officer of Aalto. Your main responsibility is to implement and develop existing and new processes & procedures to improve operational efficiency and service quality. In your work you streamline operations and improve end-user and partner service & satisfaction together with other IT experts and stakeholders. You analyze data to identify operational trends and opportunities for improvement, suggest improvements to ITSM tools and create service reviews and reports to the IT Management Team.

You lead projects aimed at improving operational efficiency and reducing costs, prepare reports on operational performance, including benchmarks against industry standards or best practices. You also coordinate with other Aalto Service Units and Schools to ensure successful implementation of initiatives. You motivate Aalto IT community, partners, and stakeholders to improve performance by fostering a culture of continuous improvement and innovation. You manage and coach a matrix team of skilled experts as well as relevant networks across Aalto. You constantly develop the competences and optimal use of resources in collaboration with other teams.

As the IT Operational Excellence Manager, you drive IT operational excellence in order to optimize IT performance and ensure quality, safety and that legal objectives are being met in IT service delivery & operations.

What we offer

We offer you an interesting, responsible, challenging and contributing role in the heart of Aalto's digitalization. Your work will have direct impact to the research, teaching, and societal impact at Aalto University.

An exceptionally rich and versatile IT environment with leading edge technologies and latest developments in the field of IT research. Our significant in-house IT resources and capabilities enable experimenting and committed long-term IT development.

Aalto University puts great focus on employee wellbeing, offering flexible working time and location opportunities to suit your working style. We will work with you to form the best possible work experience during your employment in Aalto University!

Great possibilities for competence development and career advancement.

Top talented self-directive IT experts co-creating a culture of trust and learning.



What we are looking for

Your experience and ambitions

What will help you to succeed and enjoy working in this position:

- Willingness for continuous personal growth.
- Positive drive to contribute to Aalto University's mission and future success.
- M.Sc./MBA degree or equivalent.
- Excellent skills in collaboration, influencing and working in matrix organization & change leadership skills.
- Good understanding of Lean principles & agile thinking.
- Good knowledge of industry standards like ITIL and Business Technology and experience of IT Service management in multi-vendor environment.
- Experience in reporting & using reporting tools, like MS Power BI.
- Strong understanding and experience of user-centric design and thinking.
- Understanding of compliancy demands in service production, like EA, Cyber Security, Data Protection etc.
- Fluency in English

More than anything, you need to be passionate about your field of work and to be enthusiastic on constantly innovating and learning new together with others.

**Aalto University –
a community of
game changers**
aalto.fi



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